

# ***APPENDIX 9-5***

## ***Help Desk Analyst Job Description***

# WDTIP Help Desk Analyst

## Job Description

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<b>Position:</b>	Help Desk System Analyst
<b>Agency:</b>	Health and Human Services Agency Data Center
<b>Project:</b>	Welfare Data Tracking Implementation Project (WDTIP)
<b>General Job Description:</b>	<p>The WDTIP Help Desk analyst will provide application and technical support for the WDTIP Help Desk, and will have:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Working knowledge of TANF, CalWORKs and <del>Welfare to Work</del> <u>WTW</u> program policies, regulations and procedures</li><li><input type="checkbox"/> CalWORKs eligibility knowledge</li><li><input type="checkbox"/> Working knowledge of WDTIP system screens, navigation procedures, processing requirements for time-clock calculation and the file transfer, exception file, report file and system administrator processes</li><li><input type="checkbox"/> Working knowledge of the MEDS 3270 emulation functionality</li><li><input type="checkbox"/> Ability to analyze data</li><li><input type="checkbox"/> Problem solving skills</li><li><input type="checkbox"/> Ability to interact appropriately with staff and others</li><li><input type="checkbox"/> Strong verbal and written communication skills</li><li><input type="checkbox"/> Ability to effectively use other available software/tools to manage Help Desk functions</li><li><input type="checkbox"/> Knowledge of all WDTIP teams and their associated areas of responsibility (since this resource will be handling problems and questions from various WDTIP teams)</li></ul>
<b>Duties</b>	<ul style="list-style-type: none"><li>• Support system user's in the implementation and use of the WDTIP System, screens, and reports</li><li>• Identify problems and track incidents</li><li>• Prioritize outstanding issues and route problems to the appropriate internal or external resource</li><li>• Communicate with external agencies to build a liaison relationship</li><li>• Resolve user problems</li><li>• Develop and maintain Help Desk procedures and guides</li><li>• Participate in appropriate workgroups and agency meetings</li><li>• Perform special assignments as required</li><li>• Provide vision and guidance for Help Desk growth during and after the implementation phase</li></ul>